

Innovate Reconciliation Action Plan

May 2019 – May 2021





The Australian College of Optometry respectfully acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders – past, present and emerging. The Australian College of Optometry is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.





Contents

- 2 Message from our President
 - 2 Message from our CEO
 - 3 Artist profile
 - 4 About the Australian College of Optometry
 - 7 Our vision for reconciliation
 - 8 About our Innovate RAP
 - 12 Commitments for the next 2 years
 - 12 Relationships
 - 15 Respect
 - 18 Opportunities
 - 20 Governance, tracking progress and reporting
- 

Message from our President

It is with great pleasure that I present the Innovate Reconciliation Action Plan for the Australian College of Optometry. The RAP is an important step in the ACO's commitment to reconciliation, and the Council, CEO, leadership team and staff fully support and endorse this process.

The ACO has long and established relationships with the Aboriginal and Torres Strait Islander community, working and striving for equitable eye health outcomes. Through the Innovate RAP we are committed to implementing practical actions which will foster current collaborations with Aboriginal and Torres Strait Islander stakeholders, build new partnerships, strengthen the cultural competency of our workforce, build the cultural safety of our organisation and create opportunities for Aboriginal and Torres Strait Islander people.

Reconciliation is an ongoing journey. We will continue to work alongside our Aboriginal and Torres Strait Islander colleagues and friends, in achieving equitable eye health outcomes for Aboriginal and Torres Strait Islander peoples.



Professor Konrad Pesudovs, President

Message from our CEO

At the Australian College of Optometry, we are committed to the preservation of sight and the prevention of blindness for all people. We acknowledge the disparity in eye health outcomes for Aboriginal and Torres Strait Islander peoples, and we are committed to walking alongside First Nations People in achieving equitable eye health outcomes.

We are proud of the strong partnerships and relationships that we have with Aboriginal and Torres Strait Islander colleagues, stakeholders and community members, and acknowledge the importance of these collaborations in delivering the work that we do.

The Innovate Reconciliation Action Plan formalises our commitment to reconciliation. Through this action plan we will continue to develop and strengthen our relationships with Aboriginal and Torres Strait Islander peoples, we will engage staff and our stakeholders in our mission and implement innovative strategies that reflect the key values of the ACO; care, purpose, respect, collaboration, innovation and delivery.



Maureen O'Keefe, CEO

Artist profile

Journey Down the Murray 2017

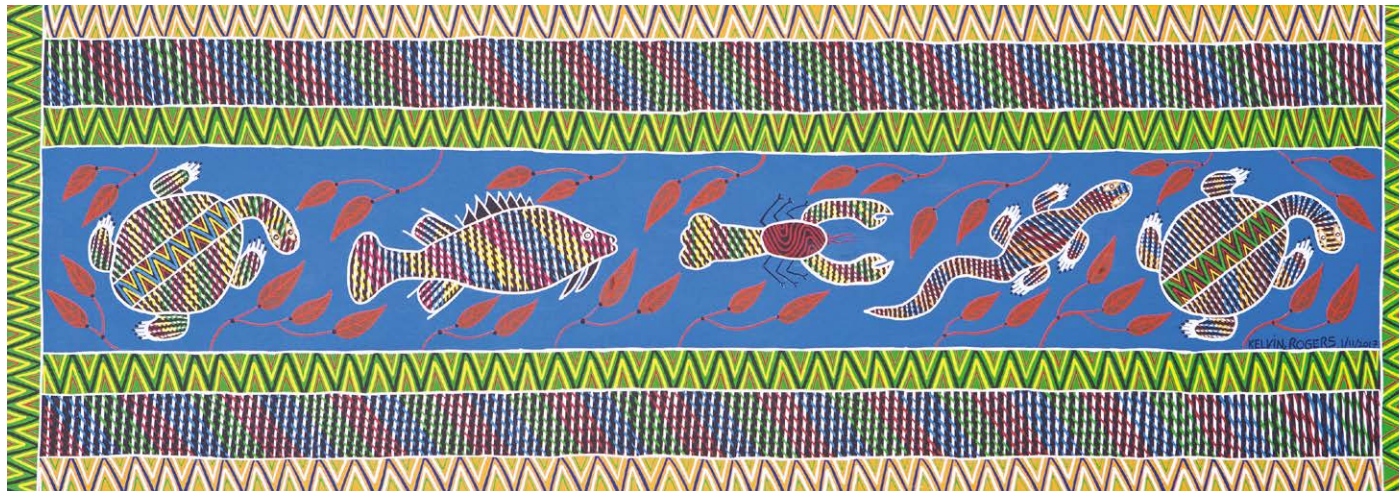
This artwork represents the long journey of the local wildlife swimming down the Murray River. The cross-hatching and the line-work in the border patterns represent what we go through in life: our experiences, struggles and achievements. The Murray River stays the same and is always going to be there, as our home.

Kelvin Rogers is a proud Yorta Yorta man who grew up on the Murray River. As a young man, Kelvin learned traditional skills such as didgeridoo-making and how to gather and use bush tucker. Whilst incarcerated, Kelvin joined The Torch

program and developed his distinctive style of painting, using colour palettes designed to “stop people in their tracks”.

In prison, painting helped Kelvin to forget where he was and offered hours of escape, helping him to move through some difficult times. The Murray River is his favourite subject. Kelvin’s artwork is held in public collections including the City of Melbourne, and has been licensed by numerous organisations such as the Victorian Ombudsman and Victorian Legal Aid.

The Torch supports Indigenous men and women both in prisons and post release in Victoria to explore their culture and identity through practicing art.



Kelvin Rogers
Journey Down the Murray
2017
Acrylic on canvas
63 x 179 cm

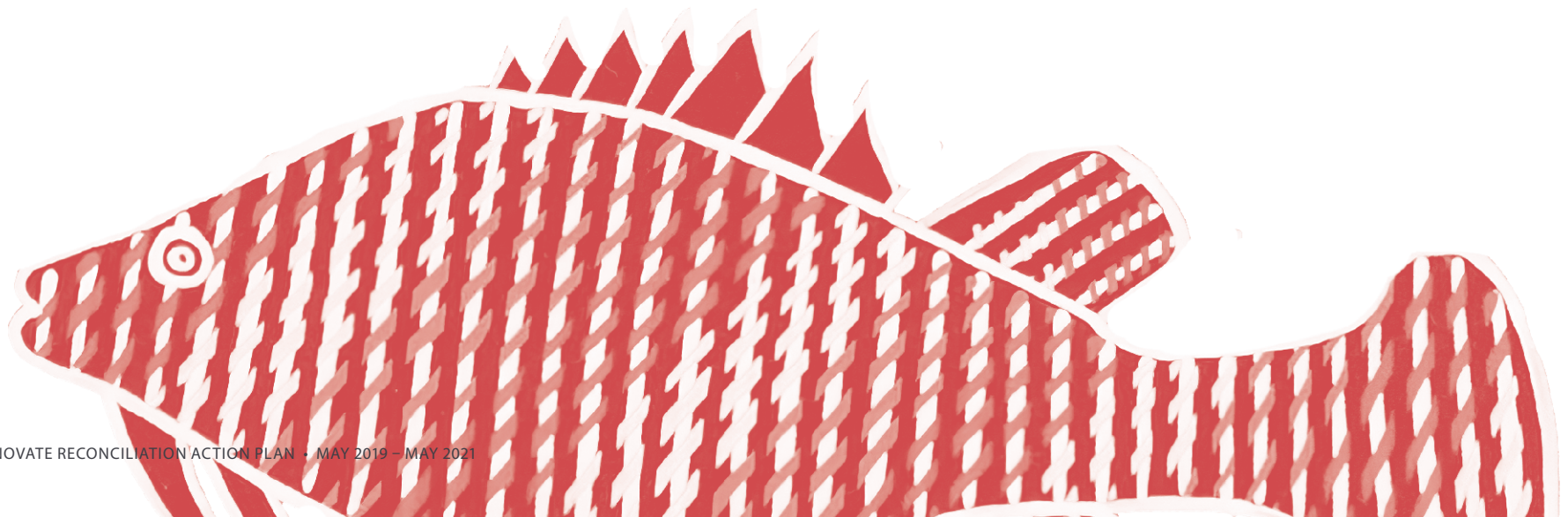


About the Australian College of Optometry

The Australian College of Optometry (ACO) is committed to improving the eye health and quality of life of community through clinical optometry practice, research and education. We are involved in public health eye care service delivery, vision research and optometry education. While we employ 200 staff working across these areas, currently 0% of employees have self-identified as Aboriginal and/or Torres Strait Islander. We serve a diverse community and wide range of stakeholders. Our focus is to meet the equally diverse expectations and needs of these communities and to show leadership through innovation and best practice in each area. The ACO is proud to be a key organisation in Australia specialising in each of the areas of public health optometry, vision research and optometry student and professional education, which together are enhancing improvements in eye health and the wellbeing of the community.

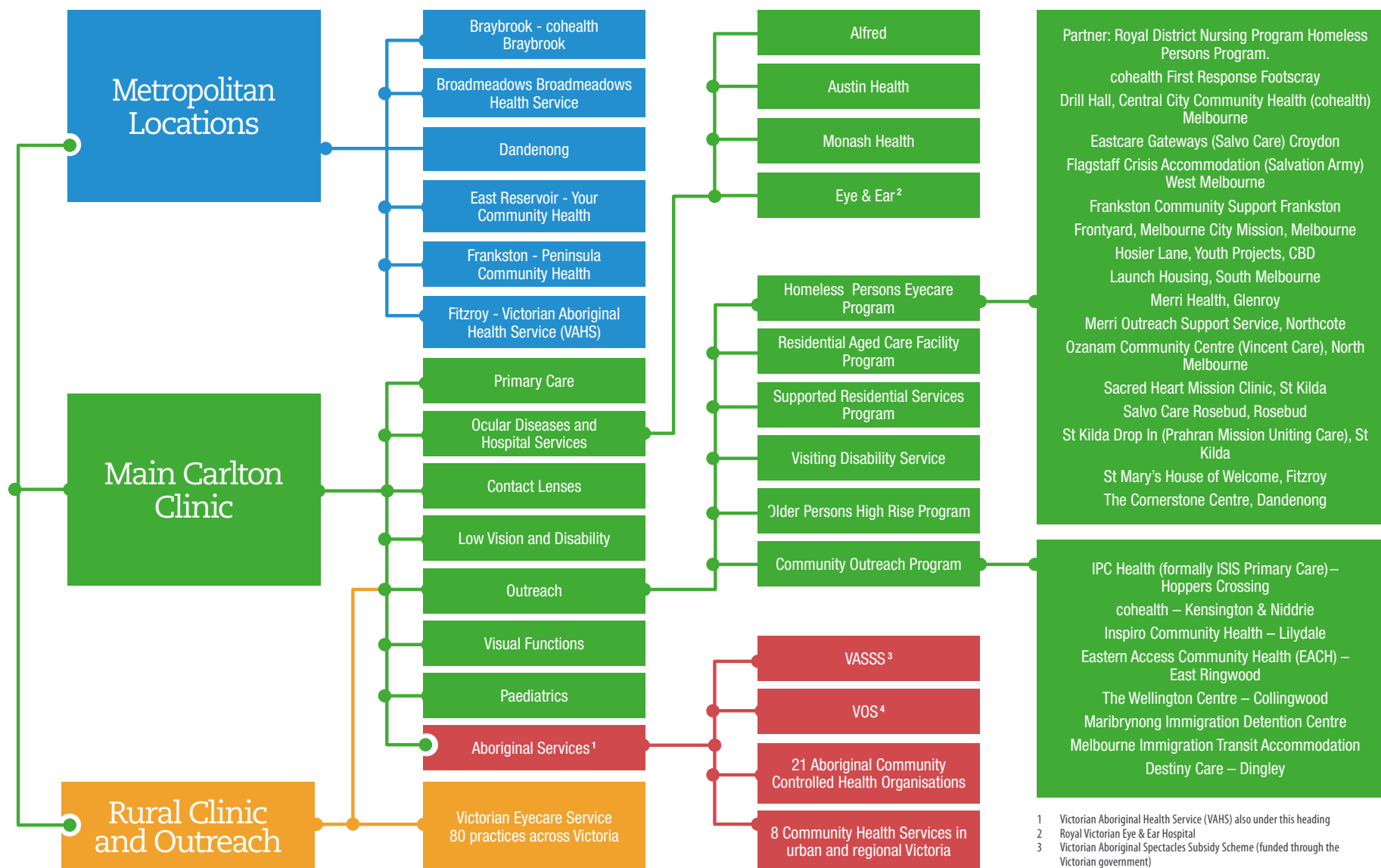
Our reach – Victoria and beyond

The ACO strongly embrace its public service mission of clinical care by providing routine and specialised eye care services for tens of thousands of people each year. The Australian College of Optometry's geographic reach is national with an extensive clinical services network throughout Victoria in addition to growing/expanding service provision nationally. The Australian College of Optometry's main clinic is based in Carlton, with a network of clinics in metropolitan Melbourne and a mobile eye care service. Outreach services began in 1997 for patients with disabilities that could not access mainstream services, and expanded in 2003 with services to homeless persons and other vulnerable Victorians. The ACO provides a coordinated program of clinics and outreach services across Victoria, including services for the aged and frail, Aboriginal and Torres Strait Islander communities, refugees and asylum seekers, children from disadvantaged schools, homeless and other high-risk groups. Going forward the ACO seeks to adapt and expand this important public health eye care model to benefit more Australian's experiencing disadvantage across Australia.





Clinical Services Network



1 Victorian Aboriginal Health Service (VAHS) also under this heading
 2 Royal Victorian Eye & Ear Hospital
 3 Victorian Aboriginal Spectacles Subsidy Scheme (funded through the Victorian government)
 4 Visiting Optometrists Scheme (administered by the Rural Workforce Agency Victoria on behalf of the Commonwealth government)





Our vision for reconciliation

The Australian College of Optometry recognises the past treatment of Aboriginal and Torres Strait Islander people and how colonisation has impacted on their health. Our vision for reconciliation is to work collaboratively and walk alongside Aboriginal and Torres Strait Islander organisations and communities, to heal our national soul, address inequity and achieve justice by contributing to closing the gap in eye health outcomes. We believe that reconciliation is an ongoing journey, which we aim to enhance by building meaningful and mutually respectful relationships.





About our Innovate RAP

A Reconciliation Action Plan provides the Australian College of Optometry with a roadmap for reconciliation through the setting of strategic goals that are realistic, achievable, appropriate and measurable. The RAP will further strengthen our strategic plan by reflecting the key values of the ACO; *care, purpose, respect, collaboration, innovation and delivery*. The RAP will promote staff development and growth, through strengthening cultural competency and cultural safety in the organisation. It will also guide the organisation and keep the ACO accountable in the process. The RAP will further enhance and strengthen the patient experience and relationships with Aboriginal and Torres Strait Islander stakeholders. The RAP will demonstrate a commitment to employment pathways for Aboriginal and Torres Strait Islander people within the ACO. Fundamentally it will demonstrate our respect to the First Nations Peoples of this country, and it will contribute to closing the gap on eye health.

Our reconciliation journey

In developing our Innovate RAP it is important that we continue to learn from the past, and in the spirit of reconciliation work in partnership to build on the future. We look forward to formalising our commitment to reconciliation through the development and implementation of our RAP and consider this a continuation of the journey.

The ACO has strong and established relationships with Aboriginal and Torres Strait Islander service providers and community members. These relationships have informed our practice, and we are committed to further strengthening relationships and promoting partnerships with Aboriginal and Torres Strait Islander stakeholders. The ACO is involved in a number of partnerships, projects and service delivery models that demonstrate our reconciliation journey to date.

Service Delivery

Victorian Aboriginal Health Service (VAHS)

The ACO has had a regular clinic at the Victorian Aboriginal Health service in Fitzroy since 1998. The ACO continues to work in partnership with VAHS to provide a comprehensive eye health service for its patients.

Outreach Services and the Visiting Optometrist Scheme (VOS)

Since 2008, the ACO have been working in partnership with more than 20 Aboriginal Community Controlled Health Organisations and a number of community health services in urban and regional Victoria, as well as in border regions in NSW and SA. These programs, funded by the Victorian Government Department of Health and Human Services (DHHS) and Commonwealth Government through Rural Workforce Agency Victoria (RWAV), and Rural Doctors Workforce Agency (RDWA), improve access to eye health for Aboriginal and Torres Strait Islander communities living in regional and remote areas.

The Victorian Eyecare Service (VES)

The ACO is responsible for the administration and management of the Victorian Government Department of Health and Human Service (DHHS) Victorian Eyecare Service (VES). Through the VES, the ACO is able to offer eye care services targeted to Victorians who are financially, socially or geographically most in need, with the aim of correcting refractive error and preventing eye disease. The VES is delivered by ACO staff in the metropolitan area and by more than 80 dedicated partner private practices in regional and rural areas across the entire state. In 2018, more than 76,000 consultations and 47,665 visual aids were provided through the VES to 61,845 patients across Victoria. Two-thirds of these services are provided in our Melbourne clinics.

The Victorian Aboriginal Spectacles Subsidy Scheme (VASSS)

The Victorian Aboriginal Spectacles Subsidy Scheme (VASSS) program, which has been developed and managed by the ACO since 2010, is a Victorian State Government Initiative that aims to improve access to high quality visual aids for Aboriginal and Torres Strait Islander Victorians. Through the VASSS program, Aboriginal and Torres Strait Islander people in Victoria are eligible to obtain spectacles for a co-payment of \$10. Since its introduction in 2010 until December 2018, over 16,400 pairs of spectacles have been supplied, with important improvement in eye health as a consequence.

The VASSS scheme is a game changer – the \$10 cost certainty has changed the conversation I have with clients from a real battle to get them to agree to make an appointment to a positive discussion about taking care of themselves (Aboriginal Community Controlled Health Organisation (ACCHO) Care Coordinator)

Source: Evaluation of the Victorian Aboriginal Spectacles Subsidy Scheme – A Summary Report 2016

Provision of Eye Health Equipment and Training Project

The ACO are involved in the Provision of Eye Health Equipment and Training Project, an Australian Government Department of Health funded initiative. A consortium of five organisations from across Australia work in partnership to deliver this project based on their existing links and experience in Aboriginal and Torres Strait Islander eye care in discussion with local and regional stakeholders and service providers. These organisations are: Brien Holden Vision Institute Foundation (contractor, co-lead), Australian College of Optometry (co-lead), Aboriginal Health Council of South Australia, Centre for Eye Health and Optometry Australia. The project is responsible for the procurement and

distribution of 155 retinal cameras to primary health care clinics, who provide care to Aboriginal and Torres Strait Islander people. The project incorporates training on the use of the camera to primary health care workers and general practitioners, with the aim to support increased primary-level access to retinal photography for Aboriginal and Torres Strait Islander people with diabetes.

Partnerships

The ACO have key partnerships with the Victorian Aboriginal Health Service, The Victorian Aboriginal Community Controlled Health Organisation, the Rural Workforce Agency Victoria, Indigenous Eye Health Unit (University of Melbourne) and the Rural Doctors Workforce Agency, South Australia.

The ACO are actively involved in a number of national and state committees including: Vision 2020 Australia Aboriginal and Torres Strait Islander committee; Victorian Aboriginal Eye Health Strategy Committee; convener Koolin Balit North Metro and West Metro Aboriginal Eye Health Advisory Group; member of regional Aboriginal eye health advisory groups: Grampians, Great South Coast, Loddon Mallee; Ophthalmology Service Steering Committee (The Royal Victorian Eye and Ear and Victorian Aboriginal Health Service); the South Australian Department of Health Same Day Elective Surgery Model of Care Working Group and Provision of Eye Health Equipment and Training Consortium member.



Our progress

The ACO are committed to a whole organisational approach to reconciliation; reconciliation is everybody's business.

In December 2017, we began the conversation with the ACO Council and our staff on the development of a Reconciliation Action Plan. Over the past year the ACO has been working with the RAP Working Party and staff representatives to build on internal and external activities. A number of initiatives that have happened over this time are:

- Provision of Aboriginal cultural safety training workshops for all our staff, facilitated by an Aboriginal and Torres Strait Islander consultant
- RAP consultation/feedback workshops provided by an Aboriginal and Torres Strait Islander consultant for all our staff
- Consultation with the Victorian Aboriginal Community Controlled Health Organisation on the development of our RAP
- Liaison with other organisations that have developed and implemented their RAP
- Development and distribution of an expression of interest to join the RAP Working Party to key Aboriginal and Torres Strait Islander stakeholders commenced in December 2017
- The formation of a Reconciliation Action Plan Working Party in March 2018 – consisting of Aboriginal and Torres Strait Islander eye health practitioners, stakeholders and community members. Meetings are held quarterly to develop the Innovate RAP
- Development of Terms of Reference and guiding principles for the RAP Working Party
- Invitation to an Aboriginal Elder from the Wurundjeri Council to provide a Welcome to Country and smoking ceremony at our Annual General Meeting
- Holding the ACO Annual General Meeting in National Reconciliation Week, with the opening address on the theme of Reconciliation provided by an Aboriginal and Torres Strait Islander consultant
- Procurement of services for our Annual General Meeting from local Aboriginal and Torres Strait Islander business
- Participation in a NAIDOC week event, with staff representatives and leadership team attending the NAIDOC week march
- Hosting a NAIDOC week event across all our clinical sites – with a morning tea, and display of NAIDOC week resources
- Displaying Acknowledgement of Country plaques at the front entrance of our Carlton ACO Clinic
- Displaying Aboriginal artwork and posters in the main clinic reception area
- Providing an Acknowledgement of Country at the beginning of all meetings and events

Our RAP Champions

Our RAP is championed by our Council, our CEO and our leadership team. The RAP Working Party is represented by Aboriginal and Torres Strait Islander eye health practitioners, stakeholders and community members, in addition to cross division representation from the ACO. The ACO representatives will work closely with clinical services, corporate services, education and research and the Leadership team to promote a whole organisational approach.

Our RAP Working Party

Colin Mitchell – Aboriginal Liaison Officer
(Diabetes Victoria);

Robyn Bradley – Aboriginal Health Liaison Officer
(Royal Victorian Eye and Ear Hospital);

Anne-Marie Banfield – Regional Eye and Ear Co-ordinator
(Winda-mara Aboriginal Corporation);

Levi Lovett – Traditional Owner – Gunditjmarra,
Former State-wide Eye Health Co-ordinator with VACCHO;

Maureen O’Keefe – Chief Executive Officer
(Australian College of Optometry);

Colette Davis – RAP Senior Project Officer
(Australian College of Optometry);

Nilmini John – Manager – Aboriginal and Torres Strait Islander Services
(Australian College of Optometry);

Joe Waterman – Staff Optometrist
(Australian College of Optometry);

Melinda Heap – Receptionist
(Australian College of Optometry);

Tess Milhailou – Optical Technician
(Australian College of Optometry).





Relationships

The Australian College of Optometry is committed to building new partnerships and strengthening current collaborations with Aboriginal and Torres Strait Islander stakeholders. To Close the Gap in eye health, we acknowledge the importance of working alongside Aboriginal and Torres Strait Islander communities to achieve eye health equity, access and outcomes. The ACO promote a respectful and collaborative culture across the whole organisation, which creates genuine and sustainable relationships with our stakeholders.

Action

1. RAP Working Party to actively monitor the RAP development and implementation of actions, tracking progress and reporting

Deliverable	Responsibility	Timeline
Develop and distribute an expression of interest to join the RAP Working Party to key Aboriginal and Torres Strait Islander stakeholders	RAP Working Party Chair RAP Senior Project Officer	June 2019 June 2020
Ensure Aboriginal and Torres Strait Islander peoples are represented on the RAP Working Party	RAP Senior Project Officer	June, 2019 June, 2020
Ensure ACO staff representation on the RAP Working Party that represents all divisions	RAP Senior Project Officer	May, 2019
Meet every quarter to monitor and report on RAP implementation and progress	RAP Senior Project Officer	June, September, December, March 2019, 2020, 2021
Review and update the Terms of Reference and guiding principles for the RAP Working Party	RAP Senior Project Officer	June 2019, 2020
Govern the development, endorsement and launch of the RAP	RAP Working Party Chair RAP Senior Project Officer	May, 2019

Action

2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians

Deliverable	Responsibility	Timeline
Host a National Reconciliation Week event across all ACO sites each year, with an invitation to Aboriginal and Torres Strait Islander stakeholders	RAP Senior Project Officer + 3 RAP Staff Representatives	27 May – 3 June, 2019, 2020, 2021
Register the ACO National Reconciliation Week event via Reconciliation Australia's National Reconciliation website	Communications Co-ordinator	27 May – 3 June 2019, 2020, 2021
Internally promote and acknowledge National Reconciliation Week through the ACO newsletter, intranet, social media platforms and posters in the clinical and staff spaces	Communications Co-ordinator Division Heads – Clinical, Education RAP Senior Project Officer + 1 RAP Staff Representative	27 May- 3 June, 2019, 2020, 2021
Externally promote and acknowledge National Reconciliation Week through social media platforms	Communications Co-ordinator	27 May– 3 June, 2019, 2020, 2021



Deliverable	Responsibility	Timeline
Circulate Reconciliation Australia's National Reconciliation Week resources and information to all ACO staff	Communications Co-ordinator RAP Senior Project Officer	27 May – 3 June, 2019, 2020, 2021
Encourage staff to participate in external events to recognise and celebrate National Reconciliation Week	Division Heads – Clinical, Education RAP Senior Project Officer + 3 RAP Staff Representatives	27 May – 3 June, 2019, 2020, 2021
Ensure our RAP Working Party participates in an external event to recognise and celebrate National Reconciliation Week	RAP Senior Project Officer + 3 RAP Staff Representatives	27 May – 3 June, 2019, 2020, 2021
Support an external National Reconciliation event	RAP Working Party Chair RAP Senior Project Officer + 3 RAP Staff Representatives	27 May – 3 June, 2019, 2020, 2021

Action

3. Celebrate/recognise Aboriginal and Torres Strait Islander dates of significance

Deliverable	Responsibility	Timeline
Create and communicate a calendar of Aboriginal and Torres Strait Islander dates of significance to all staff	Communications Co-ordinator RAP Senior Project Officer	June, 2019, 2020, 2021
Share information internally via staff intranet and newsletter about each Aboriginal and Torres Strait Islander date of significance	Communications Co-ordinator RAP Senior Project Officer	May, 2021
Host a 'lunchtime learning session' to coincide with Aboriginal and Torres Strait Islander dates of significance	Communications Co-ordinator RAP Senior Project Officer	May, 2021

Action

4. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcome

Deliverable	Responsibility	Timeline
Develop and implement an engagement plan to review opportunities to strengthen existing relationships, and to develop new relationships with Aboriginal and Torres Strait Islander stakeholders	Communications Co-ordinator RAP Senior Project Officer + 1 RAP Staff Representative	October, 2019
Develop a Memorandum of Understanding with Aboriginal and Torres Strait Islander service providers that work with the ACO for example: Victorian Aboriginal Community Controlled Health Organisation and Rural Workforce Agency Victoria	RAP Working Party Chair RAP Senior Project Officer	May, 2021





Deliverable	Responsibility	Timeline
Meet with local Aboriginal and Torres Strait Islander organisations that we work with to develop guiding principles for future engagement	Manager – Aboriginal and Torres Strait Islander Services Head of Outreach & Community Eyecare Services RAP Senior Project Officer	October, 2019
Actively promote and support Optometry staff to participate in the Visiting Optometry Service, and working with Aboriginal Community Controlled Health Organisations	Manager – Aboriginal and Torres Strait Islander Services Head of Outreach & Community Eyecare Services	May, 2021
Yearly cultural audit to promote continuous quality improvement as a culturally safe and culturally competent workplace	Manager – Aboriginal and Torres Strait Islander Services RAP Senior Project Officer	June 2019, 2020, 2021
Incorporate evidence-based resources such as <i>'From Symbols to Systems'</i> to promote culturally safe engagement processes throughout the ACO	Manager – Aboriginal and Torres Strait Islander Services Head of Outreach & Community Eyecare Services	October, 2019

Action

5. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector

Deliverable	Responsibility	Timeline
Develop and implement a RAP communication strategy that will promote all staff awareness, participation and discussion	Communications Co-ordinator RAP Senior Project Officer	July, 2019, 2020
Deliver RAP consultation/workshop sessions about the Reconciliation Action Plan for all staff	Aboriginal and/or Torres Strait Islander consultant RAP Senior Project Officer	May 2019, 2020
Circulate and discuss the RAP at staff meetings to increase mutual understanding for all	Manager – Aboriginal and Torres Strait Islander Services Head of Outreach & Community Eyecare Services RAP Senior Project Officer	June, 2019
Externally promote the RAP through stakeholder meetings, the ACO Annual General Meeting and website	Division Heads – Clinical, Education RAP Senior Project Officer	July, 2019
Promote reconciliation through ongoing active engagement with all external stakeholders	Division Heads – Clinical, Education RAP Senior Project Officer	May, 2021



Respect

Respect is a core value at the ACO. As an organisation we recognise, respect and acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We acknowledge the importance of creating a deeper understanding and awareness of Aboriginal and Torres Strait Islander people's cultures, protocols and histories across the organisation. We are committed to being a culturally competent organisation, with employees that are culturally aware, respectful and confident in their practice and engagement with Aboriginal and Torres Strait Islander communities. Through our RAP we aim to build cultural awareness and action into the fabric of the ACO.

Action

6. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements

Deliverable	Responsibility	Timeline
Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for all our staff which defines the cultural learning needs of staff in all areas of our work and considers various ways cultural learning can be provided for example: online, face to face, workshops or cultural immersion	Communications Co-ordinator Human Resources Co-ordinator RAP Senior Project Officer	August 2019, 2020
Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultant to develop cultural awareness training	RAP Senior Project Officer + 3 RAP Staff Representatives	August 2019, 2020
Provide opportunities for the RAP Working Party members, RAP champions, HR Managers and other key leadership staff to participate in cultural training	Division Heads – Clinical, Education	August 2019, 2020
Develop an Aboriginal and Torres Strait Islander cultural resource repository to be available to all staff through the staff intranet, and professional development platforms	Communications Co-ordinator Manager – Aboriginal and Torres Strait Islander services RAP Senior Project Officer	December, 2019
Investigate and embed evidence based Aboriginal and Torres Strait Islander cultural guides/toolkits such as <i>'From Symbols to Systems'</i> to guide our practice	Manager – Aboriginal and Torres Strait Islander services Communications Co-ordinator RAP Senior Project Officer	October, 2019
Promote the Reconciliation Australia's <i>'Share our Pride'</i> online tool to all our staff	Communications Co-ordinator Manager – Aboriginal and Torres Strait Islander services	August 2019, 2020

Action

7. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning

Deliverable	Responsibility	Timeline
Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country	Manager – Aboriginal and Torres Strait Islander services Communications Co-ordinator RAP Senior Project Officer	July, 2019, 2020
Orient and circulate the cultural protocol guide to all staff across the organisation, through communication platforms	Communications Co-ordinator Manager – Aboriginal and Torres Strait Islander services RAP Senior Project Officer	July, 2019, 2020
Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships	RAP Senior Project Officer Communications Co-ordinator	August 2019, 2020
Invite a Traditional Owner to provide a Welcome to Country at significant events, such as the Annual General Meeting	Division Heads – Clinical, Education	May 2019, 2020
Include an Acknowledgement of Country at the commencement of all internal and external meetings	Division Heads – Clinical, Education Communications Co-ordinator	July, 2019
Encourage staff to include an Acknowledgement of Country at the commencement of all meetings	Communications Co-ordinator RAP Senior Project Officer	July, 2019
Ensure there is a clearly visible Acknowledgement of Country in the patient reception area at all sites	Communications Co-ordinator RAP Senior Project Officer	October, 2019
Develop an email signature used by all college employees that includes Acknowledgement of Country	Communications Co-ordinator	July, 2019
Ensure all new print/digital ACO resources will have an Acknowledgment of Country	Communications Co-ordinator	May, 2021
Develop a staff induction process that will ensure all new staff at the ACO will review the cultural protocol guide	Human Resources Co-ordinator RAP Senior Project Officer	August, 2020



Action

8. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week

Deliverable	Responsibility	Timeline
Encourage staff to attend a NAIDOC Week community event	Manager – Aboriginal and Torres Strait Islander services Division Heads – Clinical, Education	July 2019, 2020, 2021
Host a NAIDOC Week event for staff and stakeholders to attend, such as the screening of an Aboriginal and Torres Strait Islander film	Communications Co-ordinator RAP Senior Project Officer + 3 RAP Staff Representatives	July 2019, 2020, 2021
Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week	Division Heads – Clinical, Education	July 2019, 2020, 2021
Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week	Human Resources Co-ordinator	July, 2019
Engage with our local NAIDOC Week Committee to discover events in our community	RAP Senior Project Officer + 3 RAP Staff Representatives	July, 2019





Opportunities

The ACO is committed to being an employee of choice for Aboriginal and Torres Strait Islander peoples. We acknowledge the opportunity through the RAP to learn from Aboriginal and Torres Strait Islander stakeholders in the way forward; to encourage employment and career pathways; to retain staff through supportive and culturally competent practice and to further strengthen procurement relationships with Aboriginal and Torres Strait Islander businesses.

Action

9. Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace

Deliverable	Responsibility	Timeline
Collect information from our current Aboriginal and Torres Strait Islander staff and service providers to inform future employment opportunities, recruitment strategies, retention and professional development	Human Resources Co-ordinator	August, 2019
Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development	Human Resources Co-ordinator	August, 2019
Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace	Human Resources Co-ordinator	August, 2019
Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention strategy	Human Resources Co-ordinator	August, 2019
Recruiting processes will encourage Aboriginal and Torres Strait Islander representation on selection panels when recruiting Aboriginal and Torres Strait Islander employees and/or for roles that will be working with Aboriginal and Torres Strait Islander community members or services	Human Resources Co-ordinator	August, 2019
Explore opportunities to develop Aboriginal and Torres Strait Islander employment pathways across all divisions of the ACO	Human Resources Co-ordinator Division Heads – Clinical, Education	May, 2021
Explore opportunities to develop Aboriginal and Torres Strait Islander training pathways across all divisions of the ACO	Division Heads – Clinical, Education	May, 2021
Work with Career Trackers Indigenous Internship Program to explore opportunities to promote pathways for Aboriginal and Torres Strait Islander graduates and undergraduates	Human Resources Co-ordinator RAP Senior Project Officer	May, 2021



Deliverable	Responsibility	Timeline
Work with stakeholders on shared employment opportunities (for example: VAHS and ACO partnership-Employee works at both sites)	Manager – Aboriginal and Torres Strait Islander Services Head of Outreach & Community Eyecare Services RAP Senior Project Officer	October, 2019
Advertise all vacancies in Aboriginal and Torres Strait Islander media, and through key partners	Human Resources Co-ordinator	May, 2021
Include in all job advertisements, 'Aboriginal and Torres Strait Islander people are encouraged to apply.'	Human Resources Co-ordinator	May, 2019

Action

10. Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation

Deliverable	Responsibility	Timeline
Review Supply Nation and Kinaway website and develop a service guide that lists Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services	Communications Co-ordinator Corporate Services – administration assistant	August, 2019
Circulate Aboriginal and Torres Strait Islander Business Service Guide to all staff, accessible via the staff intranet	Communications Co-ordinator Corporate Services – administration assistant	September, 2019
Investigate membership to Supply Nation	RAP Senior Project Officer	August, 2019
Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses	Corporate Services – administration assistant	September, 2019
Utilise Aboriginal and Torres Strait Islander goods and services for catering at the Annual General Meeting, NAIDOC and/or National Reconciliation Week events and other staff events	Corporate Services – administration assistant	May, 2021
Develop at least one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business	RAP Senior Project Officer	May, 2021





Governance, tracking progress and reporting

Action

11. Report RAP achievements, challenges and learning's to Reconciliation Australia

Deliverable	Responsibility	Timeline
Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually	RAP Senior Project Officer	September, 2019, 2020
Participate in the RAP Barometer	RAP Senior Project Officer	May, 2020
Develop and implement systems and capability needs to track, measure and report on RAP activities	RAP Senior Project Officer	May 2019, 2020, 2021

Action

12. Report RAP achievements, challenges and learning's internally and externally

Deliverable	Responsibility	Timeline
Publicly report our RAP achievements, challenges and learning's through meetings with stakeholders, intranet, website and social media platforms	Communications Co-ordinator Division Heads – Clinical, Education	May, 2021
Internally report our RAP achievements, challenges and learning's through meetings with staff, intranet, website and social media platforms	Communications Co-ordinator RAP Staff Representatives	May, 2021

Action

13. Review, refresh and update RAP

Deliverable	Responsibility	Timeline
Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements	RAP Senior Project Officer	January, 2021
Send draft RAP to Reconciliation Australia for review and feedback	RAP Senior Project Officer	March, 2021
Submit draft RAP to Reconciliation Australia for formal endorsement	RAP Senior Project Officer	May, 2021



Contact details

RAP Senior Project Officer

Phone: +61 3 9349 7419

Email: rap@aco.org.au

